

**DEPARTMENT OF COMMUNITY SERVICES AND DEVELOPMENT**

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**FACSIMILE TRANSMISSION**

December 5, 2006

TO: ALL LIHEAP SERVICE PROVIDERS

SUBJECT: DRAFT ECIP (Emergency Crisis Intervention Program) Survey – Extended to December 15, 2006

During the November 16, 2006 meeting of the LIHEAP Service Providers (LSP), CSD announced plans to convene a task force of CSD staff and LIHEAP Service Provider volunteers to evaluate the current Energy Crisis Intervention Program (ECIP) and improve program effectiveness through the offering of recommendations to further define policies, guidelines, and other criteria for implementation with the 2008 LIHEAP PY. Recently, CSD issued a draft version of the ECIP survey, intended to offer the network a preview of the survey designed to facilitate the collection of pertinent information and provide an understanding for how individual agencies plan, administer, and respond to energy crises within their respective service areas. The survey information will prove essential to supporting the efforts of the task force with achieving designated outcome objectives.

To afford the network additional time in reviewing the draft survey, CSD has extended the review period through December 15, 2006. It is our intention to issue the final survey by Thursday, December 21, 2006 and complete the data collection process by January 21, 2007. The task force meetings are tentatively scheduled to begin February 2007 with the goal of completing by July 2007. Therefore, it is most critical that we receive comments to the draft survey by the revised deadline.

Please submit your comments to the survey to Irma Holquin via e-mail [IHolquin@csd.ca.gov](mailto:IHolquin@csd.ca.gov) or submit by fax to (916) 341-4368. Electronic copies of the draft ECIP Survey and this correspondence will be available via the department's website at [www.csd.ca.gov](http://www.csd.ca.gov) (under "Contractors Only" on or before December 6, 2006. If you have any questions, please feel free to contact me via email [jwimbley@csd.ca.gov](mailto:jwimbley@csd.ca.gov) or phone at (916) 341-4356.

Thank you in advance for you cooperation

Sincerely,

**ORIGINAL SIGNED BY**

JAYSON WIMBLEY

Division Chief

Energy and Environmental Services Division

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TO: LIHEAP Service Providers

FROM: Wendy Wohl, Chief Deputy Director

DATE: October 30, 2006

SUBJECT: Draft ECIP (Emergency Crisis Intervention Program) Survey

The purpose of this correspondence is to provide a draft, for your review, of an ECIP Survey that the department plans to release after input and discussion at the LIHEAP Service Provider's Forum meeting in Los Angeles on November 16, 2006.

In response to the devastating heat wave this summer, the Governor directed all state agencies to rededicate all available resources to emergency response. With the help of legal counsel, CSD reexamined its obligation to provide timely and effective response and crisis intervention to low-income Californians during weather-related and energy-related emergencies and realized the need to clarify how and when ECIP funds are used and allocated through the ECIP component. Upon examination of both federal and state laws it became clear that CSD is mandated to conduct an energy crisis intervention program that meets weather-related emergencies and to expend ECIP Funds in response to a qualifying emergency.

It is our plan to gather information to identify the extent to which providers currently carry out their ECIP and their capacity to deliver emergency assistance to resolve energy crises in their service area, including those that occur late in the contract year due to Summer heat waves and Autumn wildfires. The survey information will be used by the Department and the Weatherization Task Force Committee to define the policies, guidelines, standards and criteria for delivery of emergency services under the ECIP component. It is our goal to implement the new guidelines at the beginning of the 2008 LIHEAP contract year.

As a first step in this process, CSD has added some new language to the 2007 LIHEAP contract to define "emergency," and to clarify that an emergency must exist to use ECIP funds and that providers are responsible to provide emergency assistance. You will be receiving the entire 2007 LIHEAP Contract sometime this week for review and comment.

Please review the attached draft survey, which will be discussed and finalized shortly after the meeting on November 16. You can share your comments with me prior to the November 16th meeting or at the meeting. It is our plan to release the survey sometime in November and complete the data collection process by December 31, 2006. The Weatherization Task Force will take up the complex task of drafting the ECIP guidelines beginning in January, 2007, with the goal of completing by June, 2007, to allow sufficient time for network review and implementation of any changes.

Thank you in advance for your cooperation.

Enclosures

**AGENCY NAME:**  
**CONTACT PERSON:**  
**PHONE NUMBER:**  
**DATE:**

## **ENERGY CRISIS INTERVENTION PROGRAM (ECIP) CAPACITY AND ASSESSMENT SURVEY**

Federal and state law requires that recipients of ECIP funding be qualified and capable of carrying out an energy crisis intervention program that provides timely and effective emergency assistance to resolve energy crises, and that the program meets minimum requirements for timing and accessibility to eligible applicants as further defined at 42 USC § 8623(c). CSD requests each LSP to respond to this survey and to describe the organization's current energy crisis intervention program supported in total or in part by ECIP funds under the annual LIHEAP contract.

Survey Questions: Please provide concise responses to each of the following:

1. Describe your organization's experience in administering energy crisis programs under LIHEAP and experience in assisting low-income individuals in your service area.
2. Describe the types of weather-related emergencies that are foreseeable in your service area, and/or that have historically occurred.
3. Describe the individual household energy-related emergencies that are foreseeable in your service area, and/or have historically occurred.
4. Based on the information your organizationally has currently available, please discuss the historical trends about the energy crisis intervention services your organization provided to households and/or individuals with ECIP funds over the last five years, including but not limited to:
  - a. The types of emergencies that qualified households or individuals for crisis intervention (i.e., flood, fire, heat wave, shut-off notice, gas leaks, other life-threatening situation, etc.).

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- b. The number of households receiving each kind of service funded by ECIP (e.g., Fast Track, WPO & emergency HCS).
  - c. The types of regional or individual emergencies that your organization has been well-equipped (i.e., staff and funding) to respond to.
  - d. The types of regional or individual emergencies that your organization defers to other community partners to respond to.
  - e. The numbers of eligible household and individuals that have been denied Fast Track, WPO or emergency HCS following qualifying emergencies in each of the last five years due to lack of funding.
5. Describe your energy crisis intervention program. Specifically, describe your capacity and plan to undertake a timely and effective energy crisis intervention program in response to bona fide emergencies, and your ability to carry out the program in local communities in accordance with federal and state law. Your plan should reflect your knowledge and experience of the types of emergencies likely to occur in your service area. Also address how your program meets the federal requirements to:
- a. Provide assistance to all eligible households within forty-eight (48) hours after they apply, that will resolve the energy crisis; and
  - b. Provide assistance to all eligible households where there is a life-threatening situation within eighteen (18) hours after they apply, that will resolve the energy crisis; and
  - c. Ensure that the ability to submit applications for crisis assistance is geographically accessible to all physically-able low income individuals; and

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- d. Ensure that physical disability is not a barrier to the ability to submit applications for crisis assistance.
6. Describe your outreach plan related to your energy crisis intervention program, including:
  - a. Strategies during non-emergency periods to inform low income individuals about the availability of crisis services; and
  - b. Strategies to be employed immediately following emergencies to target those low income individuals most likely to suffer an energy-related crisis.
7. Discuss the relationship between your energy crisis intervention program and your past and current ECIP budget levels.
8. Discuss the feasibility and challenges for your organization to reallocate LIHEAP funding to appropriate ECIP crisis intervention services, such as Fast Track, WPO or emergency HCS, to provide energy crisis intervention services during summer or fall emergencies (i.e., heat waves and fires) late in the contract year.
9. Identify at least one programmatic objective that your organization could pursue in the upcoming contract year to enhance your current energy crisis intervention program.

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Supporting Documentation: At the LSP's election, supporting documentation may be attached to the survey responses, although the narrative should clearly explain the relevance of the supporting documentation, especially if additional interpretation of statistics or raw data is necessary. Examples of supporting documentation include:

- A. Financial statements showing past or current ECIP expenditures;
- B. Information about energy supply shortages or disruptions in the service area, including electricity, gas, wood, propane and oil;
- C. Information about energy costs in the service area;
- D. Climatic conditions, particularly when they may have exceeded normal heating and/or cooling degree days for the service area;
- E. Information about microclimates and other geographical or demographic data that make households in the service area vulnerable to weather-related or other household energy-related emergencies;
- F. Waiting lists for eligible clients, including the type of emergency that qualifies them for ECIP services;
- G. Information about utility shut-offs and terminations;
- H. Information about delinquent utility bills;
- I. Documentation of eligibility for the emergency replacement of space heating devices;
- J. Documentation of eligibility for emergency repair and replacement of heating and cooling units;
- K. Documentation of eligibility for medical-related services;
- L. Relevant census data and other government data;
- M. Relevant information from the local government's emergency response plan, and how it relates to the organization's energy crisis intervention program;
- N. Relevant information about partnerships the organization maintains with other community based organizations to address the needs of low-income individuals in the service area during an emergency.